DATE: 12.10.2017
FROM: CMA CGM SHIPPING AGENCIES SOUTH AFRICA: MANAGEMENT
TO: ALL CUSTOMERS
CATEGORY: IMPORT
RE: EMPTY CONTAINER RETURN LETTER

Dear Valued Customer,

In an effort to improve empty equipment control, we have decided to adopt and implement an empty container return letter process and procedure which has been successfully implemented in other locations for CMA CGM globally.

This empty container return letter process and procedure will both ensure firstly, that all CMA CGM equipment is returned to the correct empty return facility and that secondly, all subsequent charges related to empty equipment return are invoiced and paid prior to the empty container being returned such as for example empty return fee or detention and demurrage where applicable. We believe this will be beneficial to both the carrier and the merchant.

To ensure that this process is followed correctly, it is imperative that you comply with the below.

- The CMA CGM charge template is now mandatory
- Please ensure that the planned empty container return date and location (Durban or Johannesburg) is completed on the template.
- An empty container return letter will be issued with a validity dated up until the requested date should your requested empty container return date fall within your specified free time or an invoice for the empty return fee or detention and demurrage where applicable will be issued instead which will need to be paid prior to receiving the empty container return letter if you do not have a credit facility with CMA CGM.
- Please kindly ensure that the letter is presented at the nominated empty return facility. No acceptance by a CMA CGM nominated return facility will be allowed without presentation of the letter.
- In the event that you foresee the empty container return date will exceed the initial requested date, please ensure that you contact CMA CGM at least forty eight hours (48hrs) in advance to request a new letter and invoices where applicable should your empty container return date fall on any given weekday or by Wednesday close of business if the return date will fall on a weekend.

We intend to go live with this process by Monday 23.10.2017 and we look forward to your co-operation.

CMA CGM SHIPPING AGENCIES SOUTH AFRICA: MANAGEMENT